

## **Conduct and Discipline: Building a Winning Case (CAD)**

**COURSE NUMBER     FAA14000003**

For information about this course, contact:  
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### **DESCRIPTION AND LEARNING STRATEGY**

*Conduct and Discipline: Building a Winning Case* is a comprehensive program designed to provide knowledge and skills for Labor/Employee Relation Specialists to enable effective representation in disciplinary case development and presentation.

This highly interactive program features: lecture, facilitated discussion, small group activities, and skill demonstration in a case presentation.

Course topics, led by FAA subject matter experts, include roles and responsibilities, Personnel Management System, preparing a case file, conducting investigations, charge writing, determining penalty, writing proposals, conducting an oral reply, writing decision letters, and settlement.

### **OBJECTIVES**

- Conduct a thorough investigation.
- Compile a solid disciplinary file.
- Apply the Douglas Factors correctly.
- Ensure consistent penalties.
- Accomplish successful charge writing.
- Ensure appropriate use of progressive discipline.
- Communicate effectively with manager when recommending appropriate corrective action while maintaining the standard of "Starting From Yes."
- Analyze a case for settlement potential.

### **KEY COMPETENCIES**

- Building Alliances
- Building Teamwork and Cooperation
- Communication
- Problem Solving

### **CLASS SIZE**

20 participants

**LENGTH**     4½ days  
(Monday 8:00 a.m. –  
Friday 12:00 noon)  
36 hours

### **LOCATION**

FAA Center for  
Management and  
Executive Leadership  
Palm Coast, Florida

### **UPCOMING DELIVERIES**

Future offerings will be  
announced through AHL.

### **WHO SHOULD ATTEND**

Labor/Employee Relation  
Specialists

### **ENROLLMENT**

A Point of Contact will  
be identified at time of  
offering.

### **PREREQUISITE**

None

### **PRECOURSE**

Precourse assignments will  
be sent upon enrollment.

### **RELATED COURSES**

Arbitration Advocacy  
(FAA01297)

Labor Relations for  
Practitioners:  
*Collective Bargaining*  
(FAA14000004)